MULTIMEDIA **◖◗** UNIVERSITY

MULTIMEDIA UNIVERSITY

FINAL EXAMINATION

TRIMESTER 3, 2017/2018

BIN1014 – INTRODUCTION TO ENTERPRISE RESOURCE PLANNING
(B01)

6th.JUNE 2018
09.00 a.m. – 11.00 a.m.
(2 Hours)

INSTRUCTIONS TO STUDENTS

1. This answer scheme consists of **FOUR (4)** printed pages including cover page.

2. Answer **ALL** questions in the answer script given.

3. Marks are shown at the end of each question.

ESSAY QUESTIONS (100 Marks)

There are FOUR(4) questions in this section. Answer ALL questions.

Question 1

a. Explain the sales order process by creating a new customer. Explain from the initial steps until the review document flow process in ERP.   (25 marks)

(Total: 25 marks)

Question 2

a. Explain **ANY TWO (2)** reasons why companies undertake ERP.   (6 marks)

b. Consider an example of creating a sales order in SAP SD, it involves copying details of item from Material Management. Availability check of the item and price details are also taken from MM but this can be controlled this data in SD module. To create inbound and outbound delivery of goods for a sales order, shipping details, loading point etc. also come from Material Master. What are the link point of SAP Sales and Distribution with other SAP modules?   (10 marks)

c. Explain the process if given an example of a sales process from presales activity to free of charge replacement.   (9 marks)

(Total: 25 marks)

Question 3

SCENARIO

The strategic priorities that agencies are pursuing and how they have to reimagine their operational models, processes,and work to achieve their mission for citizens.SAP can help enable them do this by providing the following framework.The concept, which is often referred to as 'bimodal IT,' is brought to life through SAP Digital Transformation Framework as :

i.   The digital core is the foundation for the core enterprise processes, which need to run consistently and uninterrupted. It provides real-time transactions and analytics, the ability to work with Big Data, and connectivity to the outside pillars of the framework.

ii.   Deliver seamless, omnichannel citizen service enabled by a digital core for business transactions and intelligent decisions to provide your constituents flexibility in the way they interact with you through multiple channels.

iii.   Connect, transform, and reimagine operations across the supply chain with machine-to-machine capabilities and the Internet of Things.

iv.   Ensure flexibility and adaptability in working with providers and partners, contingent labor, and expense management.

v.   Build and maintain an agile workforce.

a.   Explain how the business processes improve community and help the economy prosper in terms of :

(i)   Digitalized government management & operations   (8 marks)
(ii)   Smart cities and   (9 marks)
(iii)   Citizen centricity   (8 marks)

(Total: 25 marks)

Question 4

    a. Explain Business architecture as an integration of various systems such as:

(i)	CRM	(5marks)
(ii)	ERP	(5 marks)
(iii)	Service delivery	(5 marks)
(iv)	Operating Resource Management	(5 marks)
(v)	Enterprise Application Integration	(5 marks)

(Total: 25 marks)

End of Page